

Abstract of the Disclosure

A packet-data network is made intelligent in the sense of a
5 connection-oriented, switched telephony (COST) network by enhancing one
or more interconnected IP routers in the network with computer-telephony
integration (CTI) processors executing CTI applications. No-charge-to-
calling-party IP addresses are assigned and sponsored by various
enterprises, who may also maintain call centers having at least one CTI-
10 enhanced IP router connected to the network, and agent stations having IP
telephones connected to the call-center-located IP router. With appropriate
software and the CTI link to IP routers the performance of well-known
conventional telephone systems may be provided in packet networks like
the Internet.

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